



General guarantees and return policy

PLEASE READ THE FOLLOWING CAREFULLY

Throughout this policy, the words “we”, “our” and “our” or “Meissa CNC” will be used to designate the company Meissa CNC. The words "Meissa 4", "product" or "machine" will refer to the Meissa 4 CNC machine. In addition, the words "you", "your", "user" and "operator" will refer to the machine's original buyer / customer, to the user or viewer of any of the products or media provided by or through Meissa CNC.

90 day warranty period

Meissa CNC guarantees all parts and components supplied for 90 (ninety) days from the date of delivery. If any parts are missing or defective, please contact Meissa CNC within the 90 (ninety) day warranty period by email at contact@meissacnc.com. We'll make sure you get the support you need to get your Meissa 4 back in working order. After 90 (ninety) days no warranty is extended and no refund can be offered.

In order to be eligible for warranty service, customer must contact Meissa CNC at contact@meissacnc.com within ninety (90) days of receiving their order to make a complaint. Proof of purchase, tracking number, email address or other document will be used to confirm the original purchase date and the identity of the original customer. If damage is due to shipping, the original packaging materials should be kept in the original condition received. Photos, videos, written descriptions and other items may be requested to assess and validate a warranty claim. If a return is necessary, the cost of returning a product is the responsibility of the user.

This warranty does not cover damage due to improper use or assembly, lack of maintenance, normal wear and tear or modifications made to the Meissa 4 that are not produced or authorized by the Meissa CNC. Consumables such as cutting tools and samples that may be supplied with your machine are not included in this warranty.

This warranty will become void if the user fails to follow safety warnings and guidelines, uses the product for illegal purposes, or intentionally causes damage to the product.

Damages related to return shipment

In the event that Meissa CNC requires the return of original parts, the customer is solely responsible for the secure packaging of all items. Meissa CNC will not be held responsible for any damage suffered during the return transport of a machine. We recommend that you purchase shipping insurance to cover the original purchase price of the product returned to Meissa CNC.

Damage incurred during return shipping will not be covered by warranty. If the products are not eligible for warranty service, a payment method such as a credit card may be requested by Meissa CNC to cover shipping costs or damaged items.

Technical assembly

Assembly, configuration and a basic understanding of machine parameters require knowledge of mechanics and operating experience. We cannot guarantee a customer's ability to assemble, install or use our product. The quality of any product or project created using a machine supplied by Meissa CNC depends on its proper configuration. It requires a basic understanding of its operating parameters. Meissa CNC does not guarantee the quality of parts made using a CNC router like the Meissa 4.

Makita router warranty

The router is covered by a warranty and one year service will be provided by the manufacturer. For Makita routers: keep the code and date located on the label of the Makita box. This will serve as proof of purchase. To locate the nearest service center, simply follow this [Makita Service link](#). Do not return the Makita router to Meissa CNC.